PIONEER®

U.S. PIONEER ELECTRONICS CORP.

75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

To:All Video Disc Personnel
All Authorized Video Disc Service Centers

From:John Esposito
Subject:PR-7820 Feedback Record Service Report 008

Enclosed is a copy of the 7820 Feedback Record for MARCH. The solutions listed are based on the repair forms you submitted to U.S. Pioneer. In order for us to accurately update this report,please submit your repair forms as quickly as possible. Also insure that they are accurately filed out.

Thanks for your corporation.

John

JE:kt

cc:Fred Ellis
Russ Park
Eric Sandler

PIONEER®

U.S. PIONEER ELECTRONICS CORP.

75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

PR-7820:FEEDBACK RECORD

Month Ending: MARCH 80

Based On 403 Field Calls

PIONEER

U.S. PIONEER ELECTRONICS CORP.

75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

No Or Poor Picture

1) Laser Power Supply	46	units
2) 47 Kohms Resistor	40	units
3) Current Stablizer	36	units
4) O.T.F. (optical-TRKG-FOCS)	19	units
5) Spindle Adjustment	3	units
6) Video Time Base Corrector	3	units
7) Relay on FFMP	1	units
8) Poor Connections	7	units
9) Cables from VDP To T.V.	7	units
10) Installation	3	units
11) Disc	3	units
12) Shutter Assembly	2	units
13) Problem not Verified	8	units
14) T.V.-VDP Switch	8	units
15) Display	2	units
16) 3 Amp Fuse	1	units
17) T.V. Tuning	3	units

PIONEER

U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

Carriage And Cover Control

1) Park or End Micro Switch	31	units
2) Microprocessor	7	units
3) Display	3	units
4) Carriage String	1	units
5) Carriage Board	1	units
6) Carriage Motor	1	units
7) Cover Jammed	2	units
8) Transport Screw	2	units
9) Not Verified	8	units
10) System Power Supply	4	units

PIONEER

U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

Noise or No Spindle Rotation

1) Spindle Motor 6 units

2) Spindle Board 3 units

3) System Power Supply 3 units

PIONEER

U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

No Color-Jumpy Picture

1) Spindle Mod.	14	units
2) Video Time Base	9	units
3) Switch on Int/Ext	4	units
4) Spindle Board	5	units
5) Disc	9	units
6) Not Verified	2	units

PIONEER

U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

Poor Tracking-Poor Focus-Poor Searching-Poor Scanning-No Initial Start

1) Tracking	45	units
2) Focus	39	units
3) Optical	30	units
4) Spindle	7	units
5) System Power Supply	3	units
6) Focus Motor	2	units
7) Video Time Base	1	units
8) Loose Boards	2	units
9) Display	6	units
10) Carriage Motor	1	units
11) Clean Platform	51	units
12) Not Verified	6	units

PIONEER

U.S. PIONEER ELECTRONICS CORP.

75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

No Function-No Sound-No Indexing

1) Dealer Did Not Know Operation	14	units
2) Dater & Clock Recovery	1	units
3) Microprocessor	3	units
4) Optical Platform	2	units
5) Display	3	units
6) Tracking	2	units
7) System Power Supply	3	units
8) Poor Disc	12	units
9) Audio Demod	3	units
10) DADT	3	units
11) Not Verified	10	units

PIONEER

U.S. PIONEER ELECTRONICS CORP.

75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

No Power

1) SYPS	4	units
2) Short on Board	5	units
3) Bad Fuse Holder	3	units
4) Transformer	1	units

PIONEER®

U.S. PIONEER ELECTRONICS CORP.

75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

Misc. Problems

1) Spindle Boots 10 units

2) T.V.-VDP Switch 2 units

3) Display 1 units